CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: <u>CPC871</u>					
Classification Specification: <u>DEVELOPMENT PERMIT TECHNICIAN</u>					
Salary Range: <u>AF 27</u>					
Position Description (Working Title): Permit Technician					
Incumbent:					
Location: Community Development - Permit Center					

GENERAL PURPOSE:

Under the direction of the Permit Center Manager provide technical and customer service assistance and information at the permit center counter, coordinating and dispensing detailed procedural information relating to a wide range of zoning, building, fire, engineering and other development processes and procedures.

Work is characterized by specialized, customer service, technical and administrative duties requiring in depth knowledge of City codes, permits and processes, accurate data entry into the automated permit management/tracking system, use of judgment and tact, and the ability to deal with the public in person and on the telephone. Incumbent assists with completion of applications, reviews applications, plans and related documents for completeness, intakes all City permit applications, accurately data enters them into the automated permit management/tracking system, calculates applicable fees, routes applications, plans and related documents to appropriate personnel for review and once approved issues permits. Incumbent maintains related records and reports. Incumbent deals routinely with the competing and sometimes conflicting needs of clients, staff and citizens. Incumbent is required to maintain professional composure and demonstrate tact, patience and courtesy at all times.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists employee with unusual situations, which do not have clear objectives or precedents. Employee plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Review land use, development and construction permit applications from the public to determine if they are adequately complete for acceptance. Instruct applicants when further information is needed before applications can be reviewed and permits issued.

Provide information to customers and the general public regarding permit approval processes and procedures, code requirements, plan review information, and related documentation; assist customers with processes and procedures and with meeting code

Position Description: Permit Technician Page 2 of 5

requirements in an understandable service-oriented manner to customers with varying degrees of technical knowledge.

Inputs data into the automated permit management/tracking system and update information as changes occur.

Utilize automated permit management/tracking system to calculate fees based on square footage, other standardized data, or applicable ordinances. Provide instruction to applicant on proper fee payment procedure.

Determine proper classification of permit application, organize and route permit applications, plans and related documents in accordance with established procedures.

Monitor the review process by tracking applications through the approval process.

Collate and assemble approved final set of plans.

Notify applicant and issue permits after ensuring that all necessary approvals are obtained, all required documentation is complete, and all requirements are addressed.

Respond to citizen inquiries and concerns regarding permit applications, certificates of occupancy, and other development/construction related issues.

Create and maintain detailed record of applications, inspections, permits, and related actions and documents; create and maintain reports of permit center activities as directed.

Participate in and assist with ongoing evaluation of the permit process to aid in improving customer service, productivity and efficiency.

Provide administrative support to answer multi-line telephones, filing, and composing, typing and editing memorandums, correspondence or reports.

Attend meetings as directed.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Municipal development standards, relevant codes, ordinances and regulations
- Governmental regulatory responsibilities, various types of permit applications and approval processes, and related documents
- Applicable state and local laws, codes, regulations, policies and procedures
- City and department organization, operations, policies, procedures and objectives

Position Description: Permit Technician Page 3 of 5

- Methods, principles and practices of effective conflict resolution
- Automated permit management/tracking systems
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Modern office practices, procedures and equipment including personal computers and related software such as permit management/tracking, word processing and spreadsheet programs
- Arithmetic and basic mathematics
- Oral and written communication
- Professional telephone techniques and etiquette

SKILLED IN:

- Operation of standard office equipment such as personal computers, printers, scanners, typewriters, microfiche readers, telephones and calculators
- Use of automated permit management/tracking systems
- Demonstrating effective interpersonal communication and providing positive customer service using tact, patience, empathy and courtesy
- Using effective telephone techniques
- Interacting positively and effectively with diverse individuals to accomplish common goals
- Recognizing significance of technical details and when to notify appropriate personnel
- Communicating in writing
- Conflict resolution

ABILITY TO:

- Support the operation of the Permit Center through reliable, predictable and timely processing of work
- Establish and maintain a positive and professional relationship with customers, coworkers and supervisors in a variety of situations
- Follow verbal and written instructions from supervisor
- Maintain work hours as well as work assignments to support the team as a whole
- Work effectively under stress and to meet deadlines as required
- Understand various permit application forms and whether they are complete
- Read maps, site plans and construction drawings and identify obvious omissions
- Use an automated permit management/tracking system
- Provide clear and accurate information to a wide variety of people, verbally and in writing

EDUCATION AND EXPERIENCE REQUIRED:

Education: Graduation from high school, or equivalent; and

Experience: Two (2) years of experience working with the public in an office environment,

utilizing typical office equipment including a minimum of one (1) year experience

working in a government permit-issuing office or code enforcement office.

Or: In place of the above requirements, the incumbent may possess any combination

of relevant education and experience which would demonstrate the individual's knowledge, skills and ability to perform the essential duties and responsibilities

listed above.

Position Description: Permit Technician Page 4 of 5

LICENSES AND OTHER REQUIREMENTS:

• Possession of or ability to obtain certification from the International Code Council (I.C.C.) as a Permit Technician within 24 months of employment

• Experience using an automated permit management/tracking system is preferred

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment used in a customer oriented permit process center including, but are not limited to, personal computer including permit management/tracking, word processing, spreadsheet and other software; scanner, printer, telephone, fax machine, calculator, typewriter, and copy machine.

Standard and specialized hand and power machines, tools and equipment used in a customer oriented permit process center including, but not limited to, microfiche reader, architects and engineers scales, staplers, code and reference books and software, and related documents and tools.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use arms, hands, fingers to reach, handle, or feel; talk; and hear. The employee is frequently required to reach with hands and arms; stand; and walk. The employee must lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed primarily in a typical office environment, subject to many interruptions, continuous contact with the public both by phone and in person, and occasionally dealing with angry, upset and/or irate individuals. The noise level in the work environment is usually moderate.

Position De	Page 5 of 5				
SIGNATUR	ES:				
Incumbent's Signature		Date	Supervisor's Signature	Date	
Approval:					
Department Director/Designee D		Date	Employee Services Director/De	esignee Date	
**Note:	e: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.				

Revised: 7/22/05